MIAMI-DADE

Departmental Quarterly Performance Report

Department Name: Information Technology Department
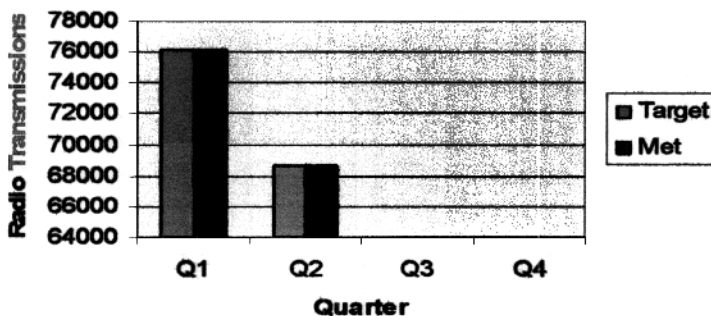
**Reporting Period:
FY02-03
Second Quarter**

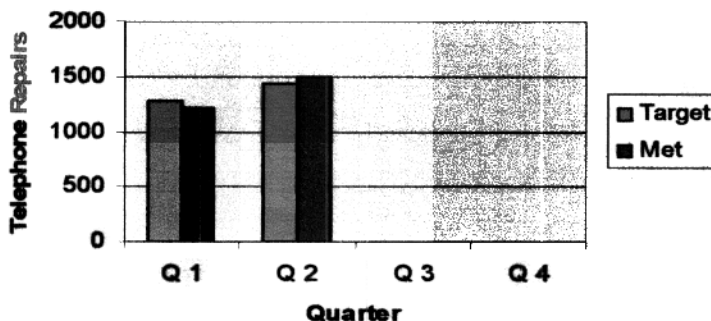County Mgr. Priority (Circle One): *People* ▮ *Technology* *Fiscal Responsibility*

Maintain High Service Level / Provide Reliable Radio Communication

___ *Strategic Plan*
_x_ *Business Plan*
___ *Budgeted Priorities*
_x_ *Customer Service*
___ *ECC Project*
___ *Workforce Dev.*
___ *Audit Response*
___ *Other_____*
     (Describe)

County Mgr. Priority (Circle One): *People* ▮ *Technology* *Fiscal Responsibility*

Customer Service / Telephone Repairs Within 24 Hours

___ *Strategic Plan*
_x_ *Business Plan*
___ *Budgeted Priorities*
_x_ *Customer Service*
___ *ECC Project*
___ *Workforce Dev.*
___ *Audit Response*
___ *Other_____*
     (Describe)

County Mgr. Priority (Circle One): *People* ▮ *Technology* *Fiscal Responsibility*

Customer Service / Complete 90% Computer Repairs Within 90 Days
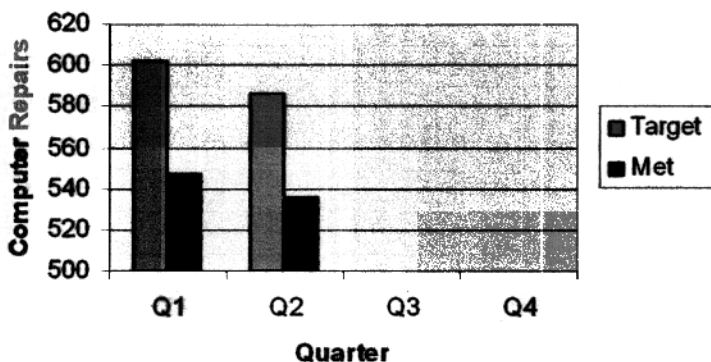
___ *Strategic Plan*
_x_ *Business Plan*
___ *Budgeted Priorities*
_x_ *Customer Service*
___ *ECC Project*
___ *Workforce Dev.*
___ *Audit Response*
___ *Other_____*
     (Describe)

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Personnel Summary

A. Filled/Vacancy Report

| | Filled as of September 30 of Prior Year | Current Year Budget | Actual Number of Filled and Vacant positions at the end of each quarter | | | | | | | |
| | | | Quarter 1 | | Quarter 2 | | Quarter 3 | | Quarter 4 | |
NUMBER OF FULL-TIME POSITIONS*			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
	316	325	316	19	325	26				

* Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.

Notes:

B. Key Vacancies
Service Center Manager

C. Turnover Issues
N/A

D. Skill/Hiring Issues
Currently the market is very advantageous for hiring Information Technology professionals. Due to the volume of resumes received, the decision process for hiring professional is lengthened.

E. Part-time, Temporary and Seasonal Personnel
ITD's business model is a internal service provider. To keep up with demand imposed by customers, we employ a varying degree of contractors to adjust for this, fully funded by out projects. The number used may vary depending on the amount of projects.

F. Other Issues
N/A

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FINANCIAL SUMMARY

(All Dollars in Thousands)

| | PRIOR YEAR Actual | CURRENT FISCAL YEAR | | | | | | |
| | | Total Annual Budget | Quarter | | Year-to-date | | | |
			Budget	Actual	Budget	Actual	$ Variance	% of Annual Budget
Revenues								
C.T.O.'s Office	0	993	248	0	496	0	100.00%	0.00% (1)
Data Center Services	15,783	14,007	3,502	1,364	7,004	2,158	69.19%	15.41% (1)
Telecommunications Consulting Services	12,893	12,911	3,228	1,368	6,455	2,921	54.76%	22.62% (1)
Telephone & Data Field Services	7,948	9,449	2,362	4,014	4,725	6,621	−40.13%	70.06% (2)
Radio Communication Services	12,392	11,320	2,830	9,342	5,660	9,989	-76.49%	88.24% (2)
Phone Service Charge Back	14,624	16,657	4,164	2,479	8,329	6,125	26.46%	36.77% (3)
800 Mhz System Maintenance	1,713	1,700	425	358	850	734	13.66%	43.17% (4)
911 Phone Lines Cost	1,328	1,305	326	0	653	0	100.00%	0.00% (1)
Total	66,681	68,342	17,086	18,925	34,171	28,548	16.46%	41.77%
Expenses								
C.T.O.'s Office	3,015	2,873	718	562	1,437	1,485	-3.39%	51.69%
Data Center Services	14,934	16,500	4,125	3,178	8,250	9,016	-9.29%	54.64% (5)
Telecommunications Consulting Services	13,242	11,627	2,907	3,036	5,813	6,303	-8.42%	54.21%
Telephone & Data Field Services	6,753	8,750	2,188	2,626	4,375	5,985	-36.79%	68.40% (6)
Radio Communication Services	8,741	8,930	2,232	1,842	4,465	4,476	-0.24%	50.12%
Phone Service Charge Back	14,753	16,657	4,164	3,587	8,329	6,610	20.63%	39.68% (7)
800 Mhz System Maintenance	2,300	1,700	425	0	850	0	100.00%	0.00% (8)
911 Phone Lines Cost	1,328	1,305	326	223	653	446	31.63%	34.18% (7)
Total	65,067	68,342	17,086	15,052	34,171	34,321	-0.44%	50.22%

Notes on Financial Information:

(1) General Fund subsidies will be received at the end of the fiscal year.

(2) Some commnunication equipment charges follow service requests but infrastructure is billed yearly.

(3) Some telephone services billed quarterly will be charged in the next quarter.

(4) Variations in traffic fines collection affect revenue.

(5) Some mainframe licences and other annual maintenance fees will be paid in next quarter.

(6) Costs of parts and other non personnel services are incurred as demanded by service requests.

(7) Two months of County telephone expense charge backs pending processing; delayed due to implementation of new methodology.

(8) Interfund transfer to be completed at fiscal year end.

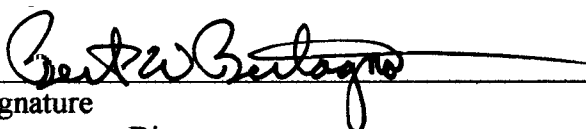## *STATEMENT OF PROJECTION AND OUTLOOK*

The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:

Notes and Issues:
- Currently developing a memorandum of understanding with the Aviation Department to collect $447,000. This number may be reduced if the Office of Management and Budget makes a decision to change the formula that derives the charge. Possible negative effect is $155,000.
- Consolidation savings are forecasted to be met in the amount of $900,000, through reduced data center operating expenditures.
- The traffic ticket surcharge is forecasted to bring in less than budgeted revenue ($300,000) from $1.7 million to $1.4 million, because fewer tickets are being issued. Please note, if the municipalities are allowed to keep the revenues from tickets issued by their city, the amount of revenue will be further reduced to the County.
- Receivables programmed as revenue from e-Gov for the Help Desk costs, PC and LAN maintenance, and training are unlikely to be received $ 992,575.
- COLA increase that was not budgeted $200,000.
- Unbudgeted Separation & Sick Leave payout $120,000.
- County Managers Office Savings Plan $700,000. Funds have been identified for this.

DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

_____   Date __4/29/03__
Signature
Department Director